

Call for Nominations:
***2008 Government Customer Support
Excellence Awards***

The *Government Customer Support Excellence Awards* for 2008 will recognize Government help desks, call centers, and/or other customer portals which excel in one or more of the following:

- * ***Teamwork***
- * ***Technical excellence***
- * ***Customer focus***

to produce exemplary customer support and high customer and staff satisfaction.

"Technical excellence" above refers to any of the following:

- Application of customer support technology
- Expertise related to the technology or service you support
- Effectiveness of the processes you use to support customers

All Government help desks, contact centers, web portals, and other customer touch points of all types, serving internal or external customers or both, are eligible and invited to enter. There is no charge and the nomination format is simple and user-friendly.

NOTE: Outsourced Government customer support operations are eligible. However, both the nominator and management point of contact specified for these must be Government employees.

Finalists will be notified and announced in *Cgov eNews* during early Spring, 2008. Winners will be announced on Monday, April 28, 2008 at *Government Customer Support Conference 2008* in Alexandria, Virginia.

To nominate your group, email all of the following information to Daryl.L.Covey@noaa.gov no later than **December 15, 2007**.

- 1.** Name, agency, and telephone number of nominator [*Nominator must be a Government employee*]
- 2.** Full name and parent organization of contact center or portal being nominated [*Do not use acronyms*]

3. Name, title, email address, and phone number for Government manager of contact center or portal

4. Background information:

- Number of people in the group you are nominating
- Primary customers
- Approximate size of your customer base
- Type of service(s) provided (web portal, help desk, call center, etc.)
- Activity or technology you support
- Contacts by type (calls, emails, etc.) per month
- Tracking systems and other key technologies in use
- Name of outsourcer [if applicable]

5. A nomination narrative not exceeding the equivalent of one printed page in 12 point font which concisely addresses both of the following:

- a. How your help desk, call center, or other customer portal cultivates and applies one or more of the three key traits highlighted above.
- b. The positive impacts on your staff, service quality and customers which result.

6. If selected as a finalist, is someone from your group willing to serve as a panelist and/or present a session of approximately 45 minutes in our conference program on your successful practices based on your nomination narrative? Please provide the name, title, phone, and email address of that person.

NOTE: The section of your narrative responding to Item 5.b. is the most important part of your nomination. *The most frequent shortfall of past nominations has been failure to substantiate positive impacts of activities and initiatives on staff and/or customers.*

The *Government Customer Support Excellence Awards* are presented annually on behalf of the **C_{gov}** Community of Practice (www.fedhelpdesk.osf.noaa.gov) to recognize and foster the sharing and implementation of effective practices for supporting Government's customers, both internal and external. Winners and other finalists are selected by a panel of judges representing both public and private sectors.

Questions related to these awards should be directed to Daryl.L.Covey@noaa.gov .